



**In this newsletter we want to push the pause button and give you a state of affairs and a first look at what we have developed over the 1,5 year.**

Autumn 2017 we started the Erasmus + project, Intercultural Mediation for managers. InterMED aims to train managers in intercultural mediation across Belgium, UK, Poland, Italy and Portugal to successfully integrate migrants in the workplace by transferring overall mediation skills to an intercultural context.

## InterMED Training Program

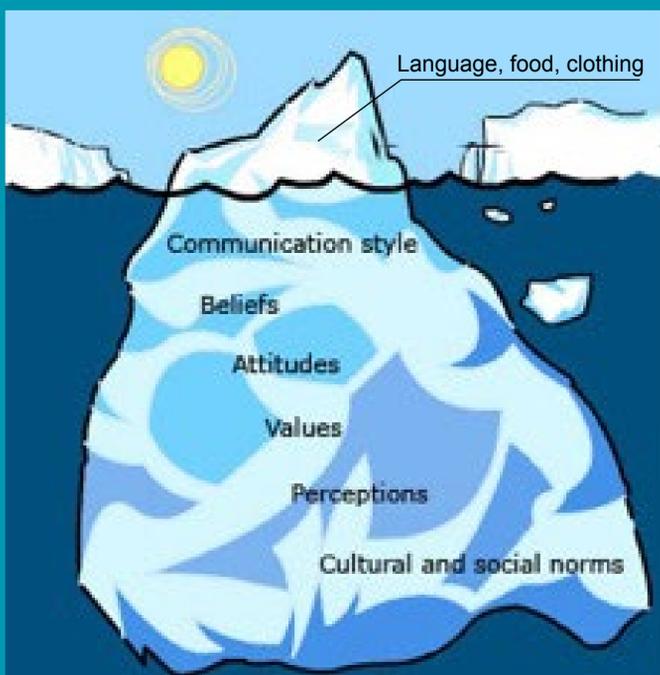
We have developed training program to provide managers with the necessary skills and competences to work with an intercultural and divers workforce. Before you train certain skills such as negotiation, collaboration, communication, ... it is important to give managers a deeper insight and have a deeper meaning of the concept of culture.

Are you curious too?

Some aspects of culture are readily visible to the observer, such as clothing and language. These things are only an external manifestation of deeper and broader components of culture. Under the water line you have things which are not observable such as core values and beliefs. These Other aspects

of culture are not visible from the outside, such as beliefs and values. These are primarily learned ideas of what is good, right, desirable, and acceptable, as well as what is bad, wrong, undesirable, and unacceptable. In many cases, different cultural groups share the similar core values (such as "honesty", or "respect", or "family"), but these are often interpreted differently in different situations and incorporated in unique ways into specific attitudes we apply in daily situations.

During the InterMED training program we want to make participants more aware of what is present under the waterline and what the impact is on their management. In a following step we want to give the participants the necessary tools to see cultural differences not as a difference and source of frustration but as a source of new ideas and growth.



## InterMED Diversity Circles™

The InterMED Diversity Circles™ will provide participants with the opportunity to share, discuss and resolve challenges they face everyday as a manager or colleague within intercultural teams. A crucial element of the innovative Circles methodology is the incorporation of NLP (neuro-linguistic programming). In practise this means using questioning, rather than advice-giving, to help individuals guide themselves towards a particular way of thinking or course of action.

The Facilitator is there for guidance and to ensure times are adhered to, however the Circles themselves are led by the participants creating valuable peer support networks, which can continue even after the Circles have ended. This makes the Circles unique in comparison to traditional training.

### Here is an example:

Issue:

"My team are so bad at communicating with me"

### Possible responses from peers:

"Who is not communicating to who?"

"How would you like to communicate?"

"Does your team feel the same way?"

By using questioning like this, it enables individuals to come up with their own solutions in a safe and relaxed environment, by working closely with other team members, ideas are shared, and problems are solved. Diversity Circles™ are an established successful coaching intervention, which is proven to work well with intercultural communication.

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**INTERMED WEBSITE**



Intermed EU project



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